

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:3230
ANSWERED ON:05.08.2016
Refund of Excess Payments
Ashok Kumar Shri K.

Will the Minister of FINANCE be pleased to state:

(a) whether the Government has received any complaints against banks from pensioners regarding excess/wrong payments and if so, the details thereof;

(b) whether the Reserve Bank of India has asked the banks to follow rules on excess recovery from pensioners; and

(c) if so, the details thereof and steps taken by the banks in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI SANTOSH KUMAR GANGWAR)

(a) : Yes Madam. Details are at Annexure.

(b) & (c): The Reserve Bank of India vide Circular dated 17/03/2016 has issued necessary guidelines directing the pension paying banks that as soon as the excess/wrong payment made to the pensioner comes to the notice of the paying branch, the branch should adjust the same against the amount standing to the credit of the pensioner's account to the extent possible. The guidelines of Reserve Bank of India for refund of excess pension payments are applicable to all banks. As per Reserve Bank of India norms, excess payment made wrongly to the pensioners may be recovered at a time if agreed by the pensioner, upto a maximum 33% of the pension amount per month for adjusting the excess amount of pension paid.

Annexure

Number of Complaints received at the Offices of Banking Ombudsmen during 2014-15 and 2015-16 (upto 30th June 2016) regarding Pension related matters.

Public Sector Banks

Bank Name 2014-15 2015-16

STATE BANK OF INDIA 3274 3178

STATE BANK OF BIKANER AND JAIPUR 243 211

STATE BANK OF HYDERABAD 54 50

STATE BANK OF MYSORE 17 26

STATE BANK OF PATIALA 74 92

STATE BANK OF TRAVANCORE 44 62

ALLAHABAD BANK 91 115

ANDHRA BANK 37 55

BANK OF BARODA 138 180

BANK OF INDIA 223 338

BANK OF MAHARASHTRA 28 31

CANARA BANK 139 310

CENTRAL BANK OF INDIA 219 216

CORPORATION BANK 5 5

DENA BANK 87 70

INDIAN BANK 82 82

INDIAN OVERSEAS BANK 58 91

ORIENTAL BANK OF COMMERCE 18 31

PUNJAB AND SIND BANK 22 32

PUNJAB NATIONAL BANK 470 576

SYNDICATE BANK 88 142

UCO BANK 84 148

UNION BANK OF INDIA 126 139

UNITED BANK OF INDIA 66 69

VJAYA BANK 16 23

IDBI BANK LIMITED 2 0

Private Sector Banks

JAMMU AND KASHMIR BANK LTD 1 1

LAKSHMI VILAS BANK LTD 0 1

THE DHANALAKSHMI BANK LTD 2 0
AXIS BANK LIMITED 4 6
HDFC BANK LTD. 7 4
ICICI BANK LIMITED 7 4
Foreign Sector Banks
AMERICAN EXPRESS BANKING CORP. 0 2
HONGKONG AND SHANGHAI BANKING CORPN.LTD. 2 0
ROYAL BANK OF SCOTLAND 0 1
STANDARD CHARTERED BANK 2 5

OTHERS 47 46
Total 5777 6342